



The Wish: Step By Step

Give Kids The World Village is an 89-acre, whimsical nonprofit resort in Central Florida that provides critically ill children and their families with magical weeklong wish vacations at no cost. Children between the ages of three and 18 from around the world whose wishes are granted through a partnering wish-granting organization are provided with an all-inclusive experience that includes transportation; accommodations; donated theme park tickets; all meals and snacks; nightly entertainment; daily gifts; and more.

Our wish guide was created to provide wish-granting partners with comprehensive information that will assist in creating wishes that spread joy, renew optimism, and inspire hope for families who need it most. Additional resources can be found on our website at www.gktw.org.

We look forward to working together to create life-changing moments and unforgettable memories for the families you serve.



Give Kids The World Village Vacation Package

For each wish reservation, Give Kids The World Village charges the partnering wish-granting organization a support fee.

GKTW Village Accommodations

Included in Support Fee

- Comfortable villa (approximately 1,400 sq. ft.)
 - 158 villas: Two (2)-bedroom/two (2)-bathroom
 - 8 villas: Three (3)-bedroom/two (2)-bathroom
- Length of Stay: Six (6) nights for domestic families and six (6) or seven (7) nights for international families and those traveling from Alaska and Hawaii.
- Connecting villas are available to accommodate families with more than eight (8) complimentary participants. A double villa will be reflected in the confirmation and pre-assigned by Give Kids The World Village.

The following items are provided in each villa:

- Kitchen with full-size refrigerator, stove top range, dishwasher, microwave, coffee pot, coffee, blender, tea kettle and other kitchen supplies
- Washer/dryer inside the villa with detergent
- Two (2) televisions with HD cable access and DVD player
- Wireless Wi-Fi access
- Two (2) phones
- Iron/ironing board
- Hair dryer
- Accessible bathroom facilities and Jacuzzi tub
- Pull-out couch
- Linens and towels
- Bed rails, roll-away beds, high chairs and booster seats available upon request

Off-Property Accommodations: *An additional fee will be charged to the WGO; please reach out to GKTW Village Vacation Planning for pricing and additional details.*



Village Dining

Included in Support Fee

Wish families may enjoy meals at any of Give Kids The World's dining venues on a complimentary basis. Café Clayton, the Village's primary dining venue for breakfast, lunch and dinner, offers a variety of food and beverage options every day. Visitors may purchase meals in Café Clayton with a credit card only.

- Complimentary breakfast, lunch and dinner
- Ice cream – see hours below
- Pizza buffet or delivery (daily for lunch and dinner)
- Noah's Nook (daily for snacks from 12 pm - 9 pm)
- Dietary requirements and requests may be discussed with the manager of Café Clayton.



Meal options may vary during periods of the year.

	 Breakfast Buffet 8 a.m. – 10 a.m.	 Closed	 Closed	 Ice Cream All Day Long! 7:30 a.m. – 9:30 p.m.	Breakfast
					Lunch
	Lunch 11 a.m. – 4 p.m.	Lunch 11 a.m. – 4 p.m.	Lunch 11 a.m. – 4 p.m. Delivery Available Dial 4262	•Milkshakes •Sundaes •Banana Splits •Cones •Drinks •Dairy Free Options	Lunch
	Dinner Buffet 6 p.m. – 8 p.m.	Dinner 4 p.m. – 8 p.m.	Dinner 6 p.m. – 8 p.m. Delivery Available 6 p.m. – 9 p.m. Dial 4800		Dinner



Village Venues & Fun

Included in support fee

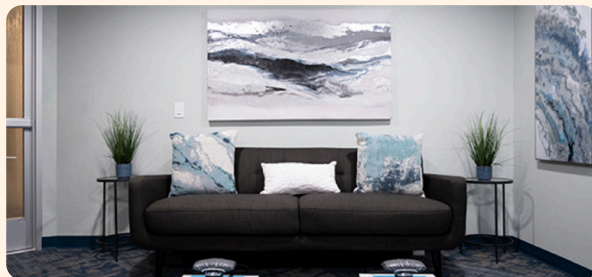
Give Kids The World Village features a variety of fun, engaging and exciting venues for families to enjoy. A complete description of each venue can be found on our GKTW Village website at www.gktw.org.



Amberville Train Station – Amberville is an interactive entertainment area encompassing a game room; model trains; remote control boats; kid-sized/wheelchair accessible train ride; wheelchair accessible flying bike ride, Lori's Magical Flight; and wheelchair accessible swing attraction, Kelly's Sunny Swing. Good for all ages.



Marc's DinoPutt – Our 7-hole miniature golf course is fully accessible and features animatronic dinosaurs and other fun design elements. Families can download a scorecard app to their mobile devices.



Olivia's Oasis – Located inside Twinkle Hope's Rockin' Spa, Olivia's Oasis is a relaxation spa dedicated exclusively to wish parents, caregivers and adult family members. The spa features seven unique quiet spaces with amenities including hydrotherapy tables; therapy loungers; aromatherapy utilizing soothing essential oils; and more. Reservations can be made by calling Guest Services, and walk-ins are also welcome.



Twinkle Hope's Rockin' Spa – Kids of all ages can get rock star nails and glitter tattoos at this favorite Village venue.



WonderLab – This interactive, hands-on educational experience is where creativity, imagination, and technology come together to inspire kids of all ages!

Village Venues & Fun

Continued



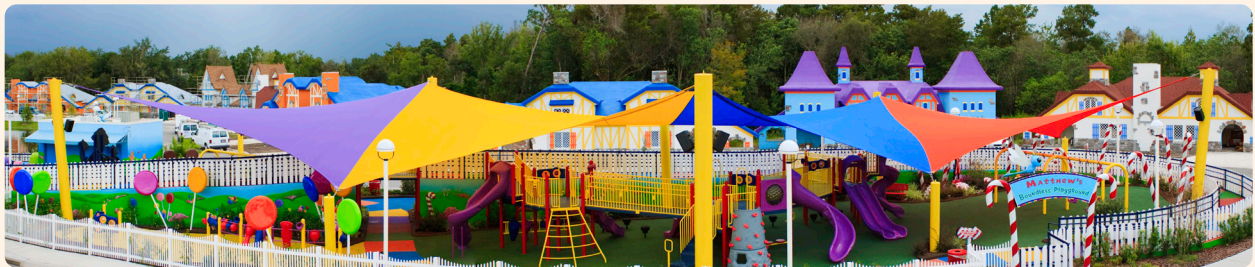
Towne Hall – Home to Café Clayton, The Hopping Place, The Peppermint Table and administrative offices, Towne Hall offers delicious food and family-friendly entertainment seven days a week.



Castle of Miracles – Home of the Star Fairy, Magic Pillow Tree and the wheelchair accessible Enchanted Carousel, the Castle houses the stars of every wish child who has visited the Village.



Julie's Safari Theatre – Julie's is a beautiful jungle themed venue for movies and special events.



Matthew's Boundless Playground – Matthew's is a wheelchair accessible CANDY LAND-themed playground built for children of all abilities.



Park of Dreams Pool – This luxury pool area features a wheelchair accessible pool with zero-depth entry, Jack's Wacky Water Works splash pad, surf photo op, and Serendipity pirate ship stage for entertainment events. The venue also includes the Noah's Nook snack bar, towels, lockers, changing areas and water-friendly wheelchairs.

Transportation

Uber

Uber Rideshare Transportation – If a wish family chooses to have Uber as their ride service it would include round trip transportation to Walt Disney World, Universal, and Sea World. Also includes round trip transportation to the airport covered by the Wish Granting Organization. While we are giving you an estimate on your invoice, the WGO is only billed for what is used.

Mears Wheelchair Accessible Transportation – This transportation option is available for families who require an ADA-compliant lift. The estimate you receive from your planner will include round-trip transportation to Disney, Universal, SeaWorld, and the airport.

National Car Rental – This car rental company provides from full-size to 15-passenger vehicles. The rental vehicle is arranged by the Village Vacation Planner at Give Kids The World Village prior to the family's arrival. Vehicles are picked up and returned to the location at the Orlando International Airport or Orlando Sanford International Airport. (If the family is driving to GKTW from home and you'd like to provide a vehicle through National Car Rental, arrangements can be made for pick-up/drop-off in your area at any National/Enterprise location in the continental U.S. Contact your Village Vacation Planner for details.) Rental agreement includes refueling, insurance and car seats. Drivers must have a valid driver's license and be at least 21 years old. Drivers of the 15 passenger vans must be 25 years old. Car insurance is not required. Additional days may be requested with an additional charge. Families extending on their own can arrange to keep their vehicle at their expense. The National Car Rental agreement is available upon request.

Wheelchair Accessible Van – Mobility Works is the preferred provider. Your Village Vacation Planner will facilitate this reservation for you. Drivers are required to provide proof of personal auto insurance.

Wish-granting organizations may reserve a rental car for wish reservations at their own expense. Please share the reservation information with Village Vacation Planning Services so we can assist the family upon arrival.



Theme Park Tickets

Included in Support Fee



Complimentary theme park tickets are provided to approved wish participants. The following tickets are Provided to each family upon check in:

Walt Disney World – Three (3)-Day Park Hopper Tickets to be utilized across all four (4) WDW parks (Magic Kingdom, EPCOT, Disney's Hollywood Studios and Disney's Animal Kingdom.) Other benefits: Disney Wishes Pass for all approved participants, free parking, free single stroller/wheelchair rental, access to the Wish Lounge and special gift of Disney's Memory Maker. With Memory Maker, photos can be downloaded as soon as they are available in the My Disney Experience profile, either through Disneyworld.com/PhotoPass or the My Disney Experience mobile app.

Universal Orlando Resort – 2-Day Park-to-Park Tickets to be utilized across both Islands of Adventure and Universal Studios. Other benefits: Guest Assistance Pass for all approved participants, free parking, free stroller/wheelchair rental and Colorvision Photo Connect Star Card enabling free digital downloads of photos taken at select Universal Studios and Islands of Adventure locations.

SeaWorld Orlando – One (1)-Day Park Ticket with free parking, and photo voucher for all photos.

A complete listing of other theme park and attraction tickets available to families may vary by season. They include:

Aquatica, SeaWorld's Waterpark, Busch Gardens Tampa, Kennedy Space Center, Gatorland, Peppa Pig Theme Park, Boggy Creek Airboat Rides, LEGOLAND Florida, Crayola Experience and WonderWorks.

Discounted theater:

Medieval Times and Pirates Dinner Adventure

Full details are available on our pre-arrival website.

Non-complimentary (non comp) participants will not be able to purchase or receive tickets through Give Kids The World Village; this must be discussed and arranged prior to arrival."

Wish Pass & Guest Assistant Pass

Each Wish Child will be provided a special GKTW button to wear while at the parks to help identify them as a Give Kids The World Family. Additionally, families will receive a Wish Pass and a Guest Assistant Pass from Give Kids The World Village. These can be used at select participating theme park for various benefits including alternate entrances for the rides at Walt Disney World and Universal Orlando. Families are not guaranteed front of the line access, but are able to expedite the attractions at a much quicker pace than other park guests. This option is provided to ensure the best experience possible at the theme parks. Neither the GKTW button, Wish Pass, nor the Guest Assistance Passes are accepted for shows, character greetings, restaurants, or food and beverage lines. For complete details regarding the use of the Wishes Pass and Guest Assistance Pass, please refer to the pre-arrival website.



Parking

While standard parking is complimentary at the major theme parks, disability parking will not be provided without a valid disability placard. Families must bring their placards used at home; placards will not be provided during their stay. Families will receive a GKTW Village parking pass at check-in for Village parking.

Memory Market



Give Kids The World Village's Memory Market is open daily; hours may vary. Guests can enjoy the gift shop and browse a selection of GKTW Village souvenirs.

Guest Services

From pre-arrival to departure, the GKTW Village Guest Services team is available to ensure that every family enjoys a safe, memorable, world-class experience. Wish families can expect the following:

Pre-Arrival

- **Receive a series of emails** from GKTW Guest Experience team 2-3 weeks prior to their arrival.
- **Website** available at any time for WGO and wish families to review: www.gktw.org/family.

Arrival

- **GKTW Airport Greeter** (volunteer) to meet the family at the Orlando International Airport, Orlando Sanford International Airport and Kissimmee Train Station.
- **Personal Check-In** to review Village offerings and theme park tickets.
- **GKTW Web App** access upon check in.

Stay

- **24-hour Guest Services** at the House of Hearts welcome center to answer any questions and assist with urgent situations and emergencies.
- **Manager on Duty** (24 hours/day) to assist WGO's and provide a quality experience for every guest.
- **Mid-Arrival Phone Call** to ensure family experience is outstanding.
- **Daily Gifts** delivered to villa.
- **Personal Check-Out** the day of departure for every family.
- **Follow-Up** from Give Kids The World Village management on any items that may have fallen short of a magical experience.



Give Kids The World Village Reservations Process

Wish Eligibility



Give Kids The World Village appreciates and understands that each wish-granting organization has a unique mission that may serve children and families outside of those eligible for the GTKW Village vacation experience. The following guidelines are set forth by Give Kids The World Village and the partnering theme parks.

- The “wish” is a once-in-a-lifetime experience. Children who have been granted a wish previously are not eligible for this wish.
- The wish child must be between the ages of three and 18 years old. Exceptions must be submitted in writing to Give Kids The World Village management for approval.
- The wish child must be diagnosed with a critical illness as determined by an attending physician. Documentation is required.
- It must be cost free to the family.

Wish Family Dynamics

Give Kids The World Village’s goal is to create an unforgettable family experience for the wish child and his/her family. Because each family’s dynamics are unique, they should be considered carefully when determining which family members will be participating on the wish. Any special needs or family situations that require extra care must be communicated to Village Vacation Planning and/or Give Kids The World Village management. Please refer to the wish participants outline to review complimentary and non-complimentary participants.

- **Split Wish** – This is a wish experience in which two biological parents share the wish with the child at separate times, during the same week.
- **Shared Wish** – This is a wish that hosts two wish children in the family at the same time. Give Kids The World will do everything possible to create unique, special experiences for both children.
- **Double Wish** – A double wish is two wishes back-to-back in the same family. GKTW Village will treat each wish separately, but the family may stay in the same villa if requested. The GKTW Village housekeeping team will refresh the villa at the beginning of the new wish, and the family will receive an additional set of tickets on the first day of the new wish.
- **Service Animals** - Service animals are considered participants on the wish and cannot be left unattended in the villa. Emotional support, therapy animals and pets are not allowed on the property. A kennel is located just down the street from Give Kids The World Village, and families can use this facility to board their animals at their own expense. Please contact your Village Vacation Planner for additional information.
- **Interpreters/Nurses/Caregivers/Medical Assistants** – These individuals are considered essential to the wish and are approved as complimentary participants. Please review the guidelines surrounding these special participants in the next section.
- **Extended relatives (grandparents/aunts/uncles/cousins), neighbors, friends and other participants** must be approved by the wish-granting organization and Give Kids The World Village management. Typically, these guests will have non-complimentary status.

Wish Participants

Give Kids The World Village graciously receives donated theme park tickets from the Central Florida attractions and the Compassion Partners program, and adheres to the strict guidelines for ticket distribution mandated by each donating organization. Any exceptions to the guidelines must be approved by the respective individuals of authority.

Complimentary Wish Participants

These participants receive complimentary theme park admission to all venues that apply (including Walt Disney World, Universal Orlando and SeaWorld Orlando).



- **Wish Child**
- **Two Adults (e.g. parents/guardians)** – If the wish consists of a single parent and children, the parent may invite a second adult on the wish to assist.
- **Siblings to the Wish Child** – Adult siblings (25 and under) who live in the wish child's home can also receive complimentary tickets.
- **Best Friend** – If the wish child does not have a sibling to bring on the wish, they may choose a best friend to accompany the family. All requests must be submitted to Give Kids The World management for approval and must also be approved by the WGO.
- **Nurses/Caregivers** – Ordered by physician. Supporting documentation will be required.
- **Concierge Services** – Determined by the wish-granting organization. If the quality of a wish is in question due to a language barrier, Give Kids The World will recommend an interpreter to the wish-granting organization.

Non-Complimentary Wish Participants

These participants are included on the wish and may enjoy everything that Give Kids The World Village has to offer, including meals. However, complimentary theme park tickets are not included.

A wish-granting organization may or may not include airfare, tickets or spending money. It is best to have this clearly outlined for the wish family in advance to prevent any confusion.

- Non-complimentary participants must be approved by both the wish-granting organization and Give Kids The World Village management, on a limited basis. No more than 2 non comps. are allowed
- A double villa will not be provided to accommodate non-complimentary participants.
- Non-complimentary participants are included in the Wishes Pass and Guest Assistance Pass.

Special Participants

Interpreters/Concierge Services

Navigating the theme parks, traffic, and local destinations can be a daunting and intimidating experience. To ensure the safety and quality of a wish child's experience, interpreters are strongly encouraged for families who are not fluent in English.



- Interpreters may be hired through a third party. GKTW partners with two local companies—Corazon Communications and LTC Language Solutions. Contact GKTW Village Vacation Planning to discuss options, pricing, booking and billing.
- An interpreter may be sent with the family as a wish participant – for example, an aunt travels with the family to serve as an interpreter. An interpreter must be at least 18 years old and have the ability to speak fluent English.
- Interpreters may not bring guests/visitors/children as participants; the intention of the interpreter is to provide full attention to the family and facilitate the best possible wish experience.
- LTC - Interpreting services
- Corazón- For families that have never traveled before and need assistance navigating traveling, parks, and interpretation services.

If a family declines or does not desire an interpreter and does not speak fluent English, it is imperative to provide this information to Give Kids The World Village. Although GKTW Village may have bilingual staff and volunteers, we cannot guarantee that someone will be on duty to properly assist the family. Please enable GKTW Village the opportunity to deliver the best possible service experience to the family.

Nurses, Caregivers & Medical Assistants

On the occasion when a wish child (or family member) requires medical care during the wish, a nurse/caregiver/medical assistant will be included in tickets providing it is part of their "work" schedule. Tickets are intended for use while the care provider is on duty with the family visiting the parks.

- Supporting documentation is required to approve these care providers as complimentary wish participants.
- A defined schedule should also be included with the family itinerary and copied to Village Vacation Planning and/or the Manager on Duty at GKTW Village. This will enable appropriate ticket distribution.
- Care providers may not bring guests/visitors/children as participants. The intention of the provider is to give full attention to the child/patient and provide the safest possible wish experience.
- Nurses hired through a third party. GKTW partners with two local companies Atlantic Care Services and Maxim Healthcare Services. Contact GKTW Village Vacation Planning for contact information.
- Families traveling with a nurse may be placed in a three-bedroom villa when available; however, some organizations do not allow a "three-bedroom" designation, requiring the nurse to be housed separately to avoid overtime or policy conflicts. Families must confirm with their nurse whether they are comfortable staying in a private room within the villa or if off-site lodging is required. Depending on the child's medical needs, it may be more appropriate for the nurse to stay nearby but not in the villa. Three-bedroom and double villas are assigned based on availability, and in some cases, the nurse may need to be housed off GKTW property.

Wish Family Visitors & Non-Participants



Give Kids The World Village warmly welcomes extended family members and friends of wish families to visit during the wish experience. These guests are considered non-participants and are not included in any complimentary services from the theme parks or the Village. Visitors must sign in at the House of Hearts, follow guidelines, and purchase any meals at Café Clayton.

- Visitors may not stay overnight and are kindly asked to leave by 11:00 p.m.
- Visitors will be issued a parking pass and logged by Guest Services.
- Vehicles must be parked in designated parking areas and not on the street in front of the villa.
- Visitors are not permitted to enjoy Village venues and facilities when the wish family is not present.
- Visitors can enjoy meals in Cafe Clayton for \$5 per person.

Wish-Granting Organization Village Portal Site

*GKTW Village maintains an online portal site for all wish-granting organizations. The site can be accessed at **portal.gktw.org**. The site is secured and requires a unique log-in and password for each user in order to create and manage reservations on behalf of the wish-granting organization.*

Obtain Log-In Credentials – Each wish-granting organization staff member using the portal site must have a unique log-in. In order to obtain a log-in for staff members, email the following to laurag@gktw.org and gisellem@gktw.org:

- Organization/chapter name
- User's first and last name
- User's email address

Check Availability – WGO's can check GKTW's room availability in real time by clicking on the availability calendar.

Message From Laura – Updated monthly with news related to GKTW Village and Central Florida's theme parks.

Create Wish – Once the dates of a wish have been determined, click "Add New Reservation," complete the online form, and then click "Submit for processing."

Reschedule Wish – In this section, a previously cancelled wish can be rescheduled.

Wish Status

- **Guaranteed Wishes** – Click to see a complete list of all guaranteed upcoming reservations for your WGO.
- **Families Checked In** – Click to view a list of all families from your WGO currently checked in at GKTW Village.
- **Families Checking In** – Click to generate a list of families from your WGO who are still due to check in on that day.
- **Families Checking Out** – Click to generate a list of families from your WGO who are still due to check out on that day.
- **WGO Information** – Use the links at bottom of the Village Portal site to access forms, releases and webinar information.
- **Pre-Arrival Information** – Click to access GKTW's Family Pre-Arrival Website.
- **Upcoming Webinar Dates** – GKTW Village provides ongoing education for wish-granting organization staff and volunteers. Click here to access a list of upcoming webinar dates, times and topics, along with registration information.

Making a Reservation

Once you have determined that a wish child and his/her family will be visiting Give Kids The World Village for their wish, you can begin the reservation process on the WGO portal site portal.gktw.org. This site is secured and requires a username and password to create and manage reservations for your chapter. Please see page 12 for instructions on obtaining log-in credentials.

- 1. Add New Reservation** – Once you have determined the dates of a wish, go to “Add New Reservation,” complete the online form, and click “Submit for processing.” This wish will be confirmed via email within two (2) business days by Village Vacation Planning. If you do not receive an email confirmation within two (2) business days, please reach out to your Village Vacation Planner as soon as possible so that we can ensure the wish was received correctly. Please keep in mind that Village Vacation Planning is closed over the weekend and on U.S. holidays. In the event Village Vacation Planning is closed and you are processing a Rush Wish, submit it through the online reservation system and contact Give Kids The World's Manager on Duty immediately. Your wish will be processed at that time.
- 2. Support Fee** – A support fee of \$1,250 domestic and \$1,150 international will be charged to the wish-granting organization per wish reservation. This will appear on the monthly statement.
- 3. Transportation** - Please review the following transportation guidelines:
 - a. We strongly** encourage families to rent a car for convenience and flexibility. Complimentary parking will be provided at the theme parks.
 - b. National Car Rental** is our primary car rental service. We are pleased to extend our contracted rates including insurance, tolls, re-fueling, and car seats. The actual cost of the vehicle will be reflected on the monthly statement received by the WGO. Tolls are not included on family pay vehicles.

c. Mobility Works is our preferred provider of wheelchair accessible vans. The actual cost of the vehicle will be reflected on the monthly statement received by the WGO.

d. Uber is our preferred vendor for local transportation for families who do not have access to a rental. Vouchers will be provided to Walt Disney World, Universal, Sea World, and the airport.

e. Mears is our recommended transportation service for families in need of vehicles with a wheelchair lift. Your Village Vacation Planner will work closely with you to create a transportation schedule for the family.

4. Wish Documentation – Once a wish is submitted and confirmed, all necessary documentation may be submitted through the online reservation system. Go to “Update Wish” and “Upload Forms” to upload necessary forms and documentation. Click on the three dots to the left of last name of the child. Select “Edit” and then “Reservation Forms” to upload necessary forms and documentation. Village Vacation Planning will notify you of any outstanding forms/documentation needed for the wish.

5. Reservation Confirmation – Your Village Vacation Planner will send you a reservation confirmation that includes: GKTW confirmation number, arrival/departure dates, participant listing including complimentary and non-complimentary status, support fee (plus an estimate of any additional fees), accommodation confirmations (including on-site or off-site information), rental vehicle confirmation numbers when applicable, and any additional notes specific to your reservation. A wish reservation may receive multiple confirmations as changes are made to the reservation. It is important for your WGO to closely review all confirmation emails to ensure the accuracy and quality of the wish.

6. Reservation Changes & Updates – Upload forms and additional documentation, update flight itineraries, and update family profiles at any time through the WGO portal site. Any date changes, participant changes, questions or concerns should be emailed directly to your Village Vacation Planner. For time sensitive changes, please call (407) 396-1114.

7. View Your Wishes – View guaranteed wishes, wishes due to check in today, wishes checked in and wishes due to check out today. If a wish reservation does not appear in one of these lists, please contact Village Vacation Planning immediately to ensure the wish was received correctly.

8. Off-Site Accommodations – If a child’s wish is to stay at a specific resort, Give Kids The World Village will assist with Walt Disney World hotel arrangements. In the event these resorts are unavailable, other local hotels may be used. An additional charge will be added to the support fee and communicated through the reservation confirmation. Give Kids The World Village can provide details regarding off-site properties.

9. Wish Billing – Monthly statements are generated for each WGO and emailed to the billing contact listed. For any questions regarding your billing statement, contact the Give Kids The World Village Finance team at **407.396.1114**. Further details for wish billing are outlined under the Wish Billing section (page 21).

10. Cancellation – If a wish is cancelled, notify your Village Vacation Planner. For wish cancellations 24 hours before scheduled, please contact the Manager on Duty immediately.

Note: If your WGO does not support the technology to maximize all features of the Internet reservation process, please reach out to GKTW’s director to discuss other options.

Forms & Documentation

To protect the integrity and credibility of Give Kids The World Village, the wish, the wish-granting organization and all constituents, the forms and documents included below are required prior to each family's arrival at the Village. Forms should be completed with care and accuracy, as these forms are legal documents. When possible, please submit all completed forms no less than two (2) weeks prior to the start of the wish. All forms may be submitted electronically, but must be legible and unaltered. GKTW's liability release is available in English, Spanish and French. Forms are available for download on the WGO website as typeable PDFs at: portal.gktw.org/Forms

WGO Documentation

Organization Information Form – This form should be completed and submitted on an annual basis. Each WGO will receive an email from GKTW Village asking that the form be completed and returned. Should contact information change mid-year, a new form can be completed and submitted at any time.

Foundation Release Form – The form must be signed by the wish-granting organization's representative.

Wish Reservation Forms

GKTW Liability Forms – This document and general release of liability must be completed on behalf of the wish child and household family including parents/guardians. Families may decline the publicity release, and this will be noted in their electronic file.

Disney Release Forms – This document must be completed for each member of the family. Each adult must sign their own Disney release. One adult may sign the release for all of the minors.

Medical Authorization – This form must be signed by a physician of the wish child. This authorizes the eligibility of the wish child for the Give Kids The World Village wish experience. A form specific to the wish-granting organization providing equivalent information regarding eligibility and authorized travel can be accepted by GKTW Village.

Patient Summary – This form should be completed by a professional involved in the wish child's care (ie, physician, social worker, nurse, physician's assistant, etc.) sharing any vital information that would be helpful in an emergency situation. A form specific to the wish-granting organization providing equivalent information can be accepted by GKTW Village.

My Favorites – (Optional) This should be completed by, or on behalf of, the wish child. GKTW Village will use this information to personalize the child's wish.

Other Forms *(to be used when necessary)*

Absent Parent Form – If there is not a second biological parent in the life of any minor on the wish, the parent must complete this form stating the status of the second parent. A form specific to the wish-granting organization providing equivalent information can be accepted. (Single Parent Form is accepted as well.)

Information and Travel Authorization Form – This document must be completed and signed by parents/guardians of traveling minors enabling adult wish participants to authorize medical care in the event of an emergency (for example, if a wish child brings a best friend on the wish, the best friend's parents/guardians must complete this form in order to authorize medical treatment during the wish vacation.) This form must be witnessed. A form specific to the wish-granting organization providing equivalent information can be accepted.

Assistance

Give Kids The World Village does not provide specific medical equipment and has no medical facility or medical staff on-site. All medical equipment, treatments, and blood work should be arranged prior to arrival. Give Kids The World Village will assist with set-up/delivery of equipment and directions to/from medical facilities for treatment or blood work. Pharmacies, clinics and hospitals can be found on the website at gktw.org/pre/vacation/medical. For further information, please contact Village Vacation Planning or the Manager on Duty at GKTW Village.

Communication with Village Vacation Planning

*Stay in touch with the Village Vacation Planning team. Feel free to contact Village Vacation Planning at **1.800.550.6613** or **407.396.1114** or at reservations@gktw.org at any time to ask questions, provide time-sensitive updates/changes, and express any comments or concerns.*

- Emailing A Wish Reservation Update/Change – Email your Village Vacation Planner.

*Remember to format wish emails with the reservation number, last name of wish child, (arrival date) – subject. e.g. 123456, Smith (06/18/2022) – subject.

- After hours / weekend contact the Manager on Duty.
- Contact During the Wish – During the wish, the primary Give Kids The World Village contact is the Manager on Duty. Depending on the family's needs, incidents, or emergencies, you may communicate with the Manager on Duty regularly. Please ensure the most up-to-date emergency (and after hours) contact is listed on the wish reservation.

Personalization & TLC Wishes

Give Kids The World Village is committed to creating a memorable, unique experience for every guest. Please let us know how we can help to create magical memories for the wish family within the resources of GKTW Village.

Birthdays – Every child's birthday is celebrated at Give Kids The World Village with a birthday button, birthday balloon, birthday waffle in Café Clayton at breakfast, birthday cookie or brownie in Café Clayton at lunch and/or dinner and a gift from the birthday box. Families can also request delivery of a free ice cream cake by calling Guest Services on the date of the child's birthday. Should you have a child who cannot have ice cream cake because of dietary restrictions, please make sure Village Vacation Planning is aware and an alternative will be provided.

Celebrations – We love to help families celebrate special milestones (anniversaries, end of treatment, etc.) Please encourage families to share what occasion they will be celebrating by emailing guestexperience@gktw.org, and the GKTW team will make it unforgettable!

Favorites – Upload a list of the wish child's favorites (color, team, book, game, candy, food, etc.).

Special Requests – Please let us know if the wish child has a special request you would like our assistance with. Share the request with us and we will do our very best to make it happen!

TLC Wishes – a TLC wish is typically qualified with a Rush Wish and identifies a family who may need extra care and consideration from our Guest Services team. Often these are children in critical condition. Please let Village Vacation Planning know when a child may be in a fragile medical condition so we can plan accordingly.

Character Dining or Theme Park Dining Experiences – These reservations must be made by the WGO or family as far in advance as possible.



Dietary Requirements & Allergies

Our food and beverage teams will be happy to assist with any food allergy requests. Please contact diet@gktw.org

If a child has allergies to certain foods, latex, or other product/item, please notify Village Vacation Planning. Give Kids The World Village staff will take every precaution possible to ensure the safety of the child (ie, refrain from the use of latex balloons while a child with a severe latex allergy is on property.)

The GKTW Village Wish Experience

Day of Arrival



Participants – Before the family travels, please double check participants. If there have been any last-minute changes, please notify GKTW's Manager on Duty immediately.

Packing List – Check with families to make sure they have any necessary items with them for their trip, including medications, disabled parking placard, driver's licenses, passports, ID, etc. Please visit www.gktw.org/families for more ideas on what families should bring along on vacation.

Airport Arrival - Families will be greeted at the Orlando International Airport or Orlando Sanford International Airport by a Give Kids The World Village volunteer greeter. Greeters will not accept a gratuity. Families should not depend on the greeter to transfer luggage. In accordance with guidelines, luggage must be handled by the traveler or authorized personnel.

Give Kids The World Village Arrival – Families can anticipate arriving at the Village approximately two (2) hours after their flights touch down in Orlando (three (3) hours after their arrival in Sanford.) In most cases, once families arrive at Give Kids The World Village, they will be welcomed curbside and escorted directly to their villa by a trained volunteer. After a brief tour of the villa, the volunteer will spend a few minutes explaining the family's theme park tickets. If families would prefer to learn about the park options at a later time, that's okay! The family can simply let the volunteer know the most convenient time and the GKTW team will make the arrangements. Please note that families are welcome to arrive at any time of day; however, we cannot guarantee that a villa will be available prior to 3:00 p.m. Please be sure this is communicated clearly to your families.

- A meal option will be available for families upon arrival.
- Each family will receive a GKTW Village button, parking pass, theme park tickets and other information during check-in.
- Orientation information is located on channel 4 on every villa TV.

During the Wish Vacation

The team at Give Kids The World Village is available to assist families 24 hours a day. Any serious concerns, injuries, accidents or emergencies will be handled by our Manager on Duty.

- **Incidents** – All guest "incidents" are tracked for follow-up and documented in the family's electronic file. An incident can be related to ticket distribution, participant changes, injuries, concerns, funds, missed flights, accidents, transportation issues, or emergencies. The WGO will be notified of incidents that may need assistance or further follow-up and documentation.
 - **Severe Incidents**, which may include domestic situations, violent individuals, or scenarios involving thefts/arrests may lead to the termination of a wish and/or the departure of a wish participant.
 - **Unexpected participants** occasionally arrive with the family. If this occurs, the WGO will be contacted immediately to determine whether the unexpected participant is approved for participation on the wish.

- **Emergencies** – In the event of a serious emergency, families are instructed to dial “9-1-1” from any GKTW Village phone. The Manager on Duty will lead appropriate Village staff in emergency response procedures. There is no medical staff on-site at Give Kids The World Village. Please communicate this clearly prior to each family’s arrival.
- **Visitors** – Wish families may welcome visitors to join them at Give Kids The World Village, but overnight guests (unapproved participants) are not permitted to stay on property. Visitor hours are over at 11:00 p.m.
- **Death of a Wish Child or Participant** – If this unfortunate event occurs, it is the responsibility of the WGO to make airline arrangements and coordinate funeral home assistance in the family’s hometown. Give Kids The World Village will assist to ensure the family is well cared for during this time of grief.
- **Weather** – In the event of a hurricane disaster, the Village will initiate our comprehensive emergency plan. WGO’s will be notified immediately regarding emergency procedures and whether an evacuation will be necessary.
- **Illness Outbreaks** - In the event of an illness (contagious) outbreak, those affected will be quarantined or given alternative accommodations to ensure the safety of other families staying at GKTW Village.
- **Tickets** – Families will receive tickets for Walt Disney World, Universal Orlando and SeaWorld Orlando. Other attraction tickets are available either with tickets or reservations. A full description of available entertainment options is available in the pre-arrival section of the website.
 - **If a family loses a ticket(s).** Please direct them to speak with the Manager on Duty. The MOD will assist with getting the ticket(s) reissued.
 - **Tickets are non-transferrable.** Each park requires a finger scan to ensure tickets are not transferred from one person to another.
 - **Tickets cannot be traded for other parks.** For instance, Universal tickets cannot be traded for an extra day at Walt Disney World.
 - **Tickets are only intended for use during the wish.** Regardless of the printed expiration date, the family is encouraged to use the tickets during wish dates.
 - **Tickets may not be sold for cash or other items of value.** Violation of this guideline may lead to criminal charges and prosecution.
- **Meal Policies** – The GKTW pre-arrival section of the website provides current operating hours for all on-site dining venues. Families may enjoy food and beverages at any of the Village’s dining venues during their stay at no cost. Visitors/non-participants are not included and may purchase meals at Café Clayton by credit card only for \$5 per person.
- **General Information** – Families can call or stop by the front desk at any time with questions regarding the Village or the theme parks. Information resources for the families include channels 4 and 5 on villa televisions, GKTW smartphone web app and the digital display screens found in the House of Hearts and Towne Hall.

Day of Departure

Families are asked to check out by 11 am. This enables the Give Kids The World Village Housekeeping team time to thoroughly clean and inspect a villa for the next arriving family. If a family has a late flight, they may decide to enjoy a local attraction (a variety of complimentary tickets are available at Give Kids The World Village), or simply enjoy time at the Village for the day. A hospitality suite is available upon request for these families, and luggage may be stored at Guest Services until the family is ready to depart. Families using Uber or taxi transportation will be picked up three (3) hours prior to their flight departure time.

Each family receives a personal check-out including a packet of departure items:

- **Directions** to Orlando International Airport or Orlando Sanford International Airport.
- **Partner Letter**– List of partners that make their wish possible. Feel free to send thank you letters.
- **IAAPA World Passport**– The World Passport is a gift from the International Association of Amusement Parks & Attractions (IAAPA) that provides approved participants the opportunity to visit participating theme parks from around the world at no cost. The World Passport expires one (1) year from the date of departure from GKTW and is only valid for participating parks and complimentary participants on the wish.



- **GKTW Star** – A souvenir star just like the one the wish child placed in the Castle of Miracles.
- **Other gifts** are subject to availability.

Families can stay connected with GKTW Village by visiting our alumni

site at www.gktw.org/alumni.

The Village also has profiles on Facebook, YouTube, Instagram, X and LinkedIn.

Special Circumstances

- **Unfulfilled Wish** – An unfulfilled wish indicates a family used less than three (3) days or less of park tickets due to a circumstance out of their control, such as hospitalization, personal emergency, early departure, etc. Give Kids The World Village will allow an unfulfilled wish to come back for an additional visit to enjoy the full Give Kids The World Village experience with the sponsorship of a WGO.
- **Early Departure** – If a family must end the wish early, Give Kids The World Village will contact the WGO to arrange new flight itineraries. GKTW Village will ensure the family is properly prepared for departure from GKTW Village. Early departure may occur due to a child's illness, personal emergency, or other reasons.
- **Extensions** – It is common for families to ask about an extension to the wish. To maintain a consistent experience, any extended wish must be approved by the WGO. If approved, the WGO and/or family will be responsible for any additional fees related to the wish extension. In some cases, an extension is granted due to hospitalization, illness or other uncontrollable circumstance. GKTW's Manager on Duty will work with the WGO on extending accommodations and rental vehicles.
- **Terminated Wishes** – A wish may be considered for termination when violence, theft, illegal activity, deliberate destruction to Village property or disruptive behavior occurs at the Village. If a family's situation compromises the safety, security and quality of the wish, Give Kids The World Village management may terminate any wish at its discretion.

Wish Billing



By mid-month, each WGO will receive a billing statement for the previous month's wishes. The billing cycle is based on departures taking place on/ between the first and last day of the month. Statements are sent via email by the Give Kids The World Village Finance team.

Billing contact information may be updated at any time by emailing the Director of Village Vacation Planning.

What is included in your bill?

- **Support Fee** - \$1,250
- **Ground Transportation** – Actual cost of ground transportation as billed by Uber, Mears, National Car Rental, and Mobility Works.
- **Vehicle GPS Fee** – If you opt to add a GPS for the family, the WGO will be responsible for the cost.
- **Vehicle Extension** – If the WGO chooses to extend the rental vehicle to accommodate the needs of the family, the additional days will be added to the support fee. Daily rates (per GKTW Village corporate contracts) can be obtained by contacting Village Vacation Planning. Families extending on their own will need to complete additional paperwork. Village Vacation Planning or the Manager on Duty can assist.
- **Vehicle Extension** – These services are billed directly to the WGO only via LTC Language Solutions This will be determined upon booking of the services, based on the WGO's preference. Corazon Communications can be billed either directly to the WGO or through GKTW.
- **Off-Property Lodging** – If the wish child's wish is to stay off property or off-property accommodations are reserved due to overflow, the WGO will be billed for the lodging fee (per GKTW Village rate agreement with hotels.)
- **Incidental Fees** – Any additional fees will be communicated to and approved by the WGO before it is added onto the monthly statement.
- **Fee Adjustments** – Fees may be adjusted due to changes in the wish after arrival. For instance, if a family must stay off-site but is then able to move on property to GKTW Village and cancel off-property reservations, or a rental vehicle is declined by the family, the respective fees will be adjusted. The WGO will be informed of any changes that will affect fees during the wish.
- **Refunds** – A refund will be applied to another wish fee within the same chapter. Refunds are typically the result of a cancelled wish (where support fee was received) or an adjusted fee that was overpaid.
- **Unfulfilled Wishes** – The support fee for a rescheduled wish will be waived for the same amount as a courtesy to the sponsoring WGO. If the child's wish is not fulfilled at GKTW Village by the same WGO, the fee cannot be applied to another wish within that chapter or refunded.

Family Funds

It is the responsibility of the sponsoring WGO to provide spending money to the wish family for the trip. The amount of the funds is best determined by the WGO prior to the family's arrival at GKTW Village.

- **Spending Money** – A suggested amount is \$60 per person, per day to cover one meal, snacks, beverages, gas money, souvenirs and emergency funds.
- **Fund Distribution** – It is the discretion of the WGO to have funds distributed by the GKTW Village Manager on Duty based on a schedule set forth by the WGO. This is intended to be done for families who require such assistance and not as a general rule. The GKTW Village Finance team can assist with this.
- **Emergency Funds** – In the event a family needs additional funds or funds were not dispensed to the family prior to arrival, the WGO may use a credit card and GKTW Village Finance will forward funds to the Manager on Duty to dispense to the family. Please note that Finance is not available on the weekends or holidays, and the Manager on Duty only holds a limited amount of petty cash for emergency purposes.
- **Reimbursements to Family** – The Manager on Duty reserves the authority to reimburse a family for unnecessary expenses such as parking fees at theme parks or other guest service recovery efforts. The WGO will not be responsible for these funds, unless agreed upon by the WGO and GKTW Village Manager on Duty.

Welcome Back Families

All Give Kids The World Alumni families are welcome to come back to Give Kids The World Village for a return visit. Reservations must be made 10 days in advance via the Alumni website.

- Complimentary/discounted theme park admission and/or tickets will not be granted to Welcome Back Families.
- Welcome Back Families must sign in with Guest Services.
- Welcome Back Families may enjoy a meal for \$5 per person at Give Kids The World Village. The most up-to-date policies will be provided at Guest Services upon arrival.
- Welcome Back Families may enjoy the Village, venues and activities for two (2) day visits within the calendar year.
- Any cause for concern, exceptions or abuse will be addressed by the Manager on Duty to ensure the safety and satisfaction of all guests as well as the credibility of the Village. When warranted, the Manager on Duty may provide additional meal vouchers or revoke privileges based on circumstances.

Give Kids The World Feedback

Give Kids The World Village welcomes any and all feedback as part of our ongoing effort to continually improve the experience we deliver to wish families. Every family receives a survey via email to complete upon their departure, and candid feedback from our valued WGO's would also be greatly appreciated. Your insights will help us to continue creating unforgettable memories and life-changing experiences that spread joy, renew optimism and inspire hope.

WGO Resources



Note: Give Kids The World Village is a unique facility perfectly suited for children with disabilities. To maintain a safe and secure environment, the use of the Village for leisure visits is reserved for Give Kids The World alumni only. Any other visitors must be pre-arranged and approved by the Give Kids The World Village management team.



Visiting Give Kids The World Village

Our whimsical 89-acre nonprofit resort is one of those places that truly must be seen to be believed! From snoring trees, accessible rides and the world's largest game of Candy Land to the Castle of Miracles – containing the stars of every wish child who has visited, every aspect of the Village has been designed with childlike wonder in mind.

We encourage WGO's, their staff members and volunteers to visit Give Kids The World Village to experience the magic wish families enjoy first-hand. Please contact the Village Vacation Planning Manager to schedule a tour for your group at least two (2) weeks in advance when possible. Village tours typically take up two (2) hours. Transportation, lodging and incidentals must be covered by the WGO.

Rewarding volunteer opportunities can also be arranged for groups of any size by our Volunteer Services department. Group volunteer experiences are ideal for promoting team-building and facilitating collaboration while enabling your team members to familiarize themselves with our mission and better assist the families you serve.

GKTW Webinars

Educational opportunities are offered several times a month by GKTW staff. Topics include: Family Check-In; Billing Process; Entertainment Activities; MOD Services & Incident Tracking; Forms, Uploads & Payments; and more. Watch for scheduled webinars listed on the WGO portal site; RSVP's are required.

GKTW Update Presentation

We would be happy to conduct a GKTW update webinar for your volunteer teams, board or staff. This presentation provides a great overview of what GKTW offers our wish families, including accommodations, meals, entertainment and local attraction tickets. Including questions and feedback from your group, each session lasts approximately one (1) hour. To schedule a session for your group, email laurag@gktw.org.



Websites & Resources

Other Give Kids The World Village links:

facebook.com/gktwvillage

youtube.com/givekidstheworld

x.com/gktwvillage

Pre-Arrival – Families can visit gktw.org/families for pre-arrival assistance or email gktw.org/family.

Pre-Arrival Videos – Available on the Pre-Arrival site.

Wish-Granting Organization Website – Designed exclusively for our WGO partners, this site offers valuable information including updates, forms, and other resources: gktw.org/wgo. The Internet reservation site is a secured site: portal.gktw.org

Wish Family Alumni – To stay connected, families can visit gktw.org/alumni.

Give Kids The World Village Key Contacts

Caroline Schumacher

President & CEO
407.396.1114 Ext. 4214
CarolineS@gktw.org

Brad Hodum

VP of Finance
407.396.1114 Ext. 4213
BradH@gktw.org

Laura Gonzalez

Director of Village Vacation Planning and Ticketing
407-396-1114 Ext. 4285
laurag@gktw.org

Ava Prescott

Manager of Ticketing
407.396.1114 ext. 4515
AvaP@gktw.org

Giselle Medina

Village Vacation Planning Manager
407.396.1114 ext.4533
GiselleM@gktw.org

GKTW Manager on Duty

407.396.1114 Ext. 4227
MOD@gktw.org

Village Vacation Planning

1.800.550.6613
Reservations@gktw.org

Airport Office

407.825.2325
Airport@gktw.org

Finance – Kimberly Gili

407-396-1114 Ext. 4534
Kimg@gktw.org